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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/931,531	08/17/2001	Shakeel Mustafa	SH0006	3561

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SHAKEEL MUSTAFA
15520 TUSTIN VILLAGE WAY # 2
TUSTIN, CA 92780

EXAMINER

BILGRAMI, ASGHAR H

ART UNIT	PAPER NUMBER
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2143

DATE MAILED: 11/10/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/931,531

Applicant(s)

MUSTAFA, SHAKEEL

Examiner

Asghar Bilgrami

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 06/07/2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-15 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-15 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 17 August 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Objections

1. The numbering of claims is not in accordance with 37 CFR 1.126 which requires the original numbering of the claims to be preserved throughout the prosecution. When claims are canceled, the remaining claims must not be renumbered. When new claims are presented, they must be numbered consecutively beginning with the number next following the highest numbered claims previously presented (whether entered or not).

Misnumbered claims 8, 8, 9-13 been renumbered 9, 10, and 11-15 respectively. Also the claim number referenced in dependent claims 12 & 13 has been changed.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1-15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Vaughn (U.S. 6,353,446) and Nicholas (U.S. Pub 2002/0054089).

4. As per claims 1 & 13 Vaughn disclosed a method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications

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comprising; at a client system, displaying an icon for on-line help (col.4, lines 66-67, col.5, lines 1-12), and in response to a single action being performed, sending a unique serial number assigned to the said user to a storage media for initializing a help session, at a storage media, identifying a user's profile through the received serial number from a client system (col.2, lines 4-46 & col.6, lines 29-40).

In the same field of endeavor Vaughn did not explicitly disclosed transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information, based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options, and transmitting the Web page address information along with multimedia helping information to the client system.

However Nicholas disclosed transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information (paragraphs 7 & 8), based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options (paragraph 10), and transmitting the Web page address information along with multimedia helping information to the client system (paragraphs 11 & 12).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to have incorporated Nicholas's teachings for selecting most appropriate content for a user based on user's parameters with the teachings of Vaughn, which describes about seamlessly providing online help to a user from any workstation on an enterprise network. Therefore by

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combining teachings of Nicholas with Vaughn will result in a robust online help system providing accurate level of services to the requesting clients.

5. As per claim 2 Vaughn-Nicholas disclosed the method and system according to claim 1 wherein a client system sends a unique serial number in response to a single action to a designated information storage media (Vaughn, col.2, lines 4-46 & col.3, lines 7-24).

6. As per claim 3 Vaughn-Nicholas disclosed the method and system according to claim 2 wherein a designated storage media maps a unique user's profile information in response a serial number received from a client system (Vaughn, col.3, lines 7-24 & col.6, lines 10-28).

7. As per claim 4 Vaughn-Nicholas disclosed the method and system according to claim 3 wherein a designated storage media sends a unique user profile information to a helping agent's system (Nicholas, paragraphs 11 & 12).

8. As per claim 5 Vaughn-Nicholas disclosed the method and system according to claim 3 wherein the user's profile consisting of user's concerns and behavior patterns are consolidated with number ranking from user's visits to different web sites (Nicholas, paragraphs 5 & 29).

9. As per claim 6 Vaughn-Nicholas disclosed the method and system according to claim 5 wherein the user's profile contains the aggregated behavioral patterns of a user collected from visiting different web sites (Nicholas, paragraphs 5 & 29).

10. As per claim 7 Vaughn-Nicholas disclosed the method and system according to claim 1 wherein the level of services to be provided including the network connectivity options are determined from the user's profile (Vaughn, col.8, lines 32-49).

11. As per claim 8 Vaughn-Nicholas disclosed the method and system according to claim 1 wherein the storage media contains the records of the logged-in user that define a user's profile (Nicholas, paragraph 5 & 54).

12. As per claim 9 Vaughn-Nicholas disclosed the method and system according to claim 1 wherein the client system exchanges Web pages with the helping agent system comprising the steps of; at the client system, transmitting the web site address currently being displayed at the helping agent system, at the helping agent system receiving the web site address from the client system and then directly accessing the contents of the web site through the designated web server (Nicholas, paragraphs 11 & 12).

13. As per claim 10 Vaughn-Nicholas disclosed the method and system according to claim 7 wherein either a client system or agent system can be in the control mode and direct the other system to accept its web page address (Vaughn, col.3, lines 7-24 & col.4, lines 47-64).

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14. As per claim 11 Vaughn-Nicholas disclosed the method and system according to claim 7 wherein the client system and the helping agent system mutually exchange and update mouse movements and positions co-ordinates (Vaughn, col.3, lines 7-24 & col.4, lines 47-64).

15. As per claim 12 Vaughn-Nicholas disclosed the method and system according to claim 9 wherein client system and the helping agent system can view two different mouse cursors distinguishable from each other on their respective screens (Vaughn, col.3, lines 7-24 & col.4, lines 47-64).

16. As per claim 14 Vaughn-Nicholas disclosed the method and system according to claim 11 wherein an agent system establishes a multimedia connection with a client system over Public Switched Telephone Network (PSTN) (Vaughn, col.8, lines 31-49).

17. As per claim 15 Vaughn-Nicholas disclosed the method and system according to claim 11 wherein agent system establishes a multimedia connection with the client system over any type of data network (Vaughn, col.8, lines 31-49).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Asghar Bilgrami whose telephone number is 571-272-3907. The examiner can normally be reached on M-F, 8:00-5:00PM.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David Wiley can be reached on 571-272-3923. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Asghar Bilgrami
Examiner
Art Unit 2143

Will C. Vaughn
Primary Examiner
Art Unit 2143
William C. Vaughn, Jr.